



Decision Memo
Procurement Services Division

This form is required for all Professional Service Contracts over \$25,000 and as otherwise required by the Procurement Review Checklist.

Date: Oct 26, 2023

MinuteTraq (IQM2) ID #: _____

Department Requisition #: 922020/5866-1

Requesting Department: ETSB	Department Contact: Eve Kraus
Contact Email: etsb911@dupageco.org	Contact Phone: 630-550-7743
Vendor Name: AT&T, Inc.	Vendor #: 10008

Action Requested - Identify the action to be taken and the total cost; for instance, approval of new contract, renew contract, increase contract, etc.

Request for Change Order #2 to AT&T Inc. Purchase Order 922020/5866-1 to extend the maintenance on the Customer Premise Equipment (CPE) Avaya administrative phone system for the ACDC and DU-COMM PSAPs for two (2) years. The maintenance period will run November 25, 2023 through November 24, 2025. Total amount of change order is \$32,262.48, for a new contract amount of \$6,007,240.59.

Summary Explanation/Background - Provide an executive summary of the action. Explain why it is necessary and what is to be accomplished.

Avaya re-configuration and programming for the administrative phones in the two PSAPs and ETSB is part of the Customer Premise Equipment (CPE) redesign to make the systems independent of each other. The Avaya maintenance on the CPE installed in the Addison Consolidated Dispatch Center (ACDC) and DU-COMM PSAPs in 2016 expires on the original PO 950900/2031-1 on November 24, 2023. This will keep the 24x7 maintenance coterminus with the new CPE contract PO 922020/5866-1 for two (2) years at the same rate it is today.

Strategic Impact

Select one of the five strategic imperatives in the County's Strategic Plan this action will most impact and provide a brief explanation.

A continuation of maintenance on the current phone system is vital. Going without puts the system at risk for general maintenance and availability of tech support where maintenance contracts are the priority.

Source Selection/Vetting Information - Describe method used to select source.

The original contract was vetted via a RFP. This is an extension of previously contracted maintenance.

Recommendations/Alternatives - Describe staff recommendation and provide justification. Identify at least 2 other options to accomplish this request.

1. Approve Change Order #2 to allow for the continuation of Avaya maintenance.
2. Deny Change Order #2 and any services provided after the current expiration date will be billed as time and materials at an inflated hourly rate.

Fiscal Impact/Cost Summary - Include projected cost for each fiscal year, approved budget amount and account number, source of funds, and any future funding requirements along with any narrative.

AT&T has extended the same annual costs as previously quoted for two (2) years for Avaya 24x7 maintenance. Sufficient funds have been budgeted in FY24-25 4000-5820-53806: Software Licenses to cover these costs.